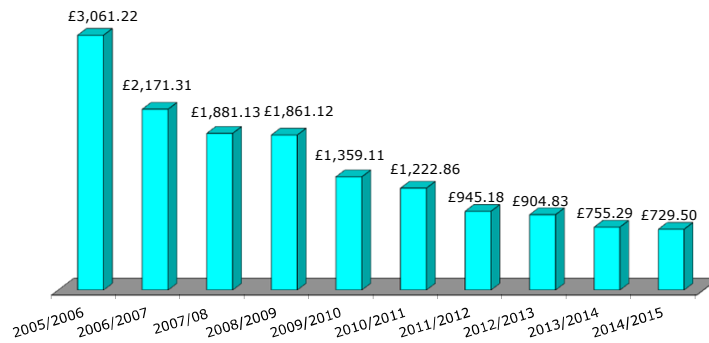


FOI receipts and closures marginally down on last year. However, we completed more decisions notices.

The active FOI caseload was reduced and we saw significant improvements in the time it took us to close cases. Last year 66% were closed within 90 days, this year 73%.

The overall cost per FOI case reduced by 3.4% based on the overall FOI funding divided by the total cases closed. The graph below shows how this measure of cost per case has reduced. Including a 46% reduction in the last five years.



Data protection referrals were also down, but the reduction can be attributed to fewer ineligible cases. Turnaround times improved (more information is contained in the detailed report.)

We also saw fewer helpline calls. These were answered more quickly. The change in numbers is largely down to telephony improvements that prevent double-handling. Live chat to be piloted in Q1 of 2015/2016.

More PECR referrals overall.

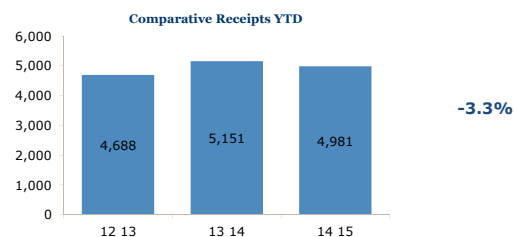
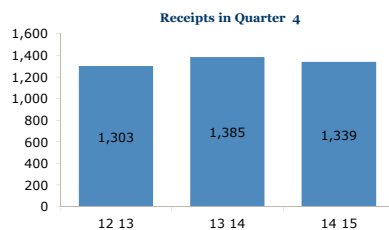
Simon Entwisle

FOI complaint casework

April 2015 - Quarter 4

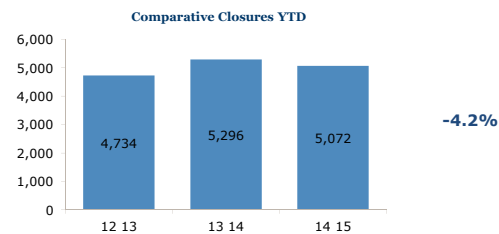
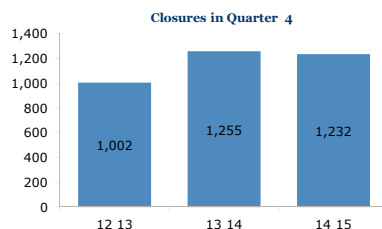
Received

	2013/14	2014/15
Quarter 1	1,335	1,225
Quarter 2	1,268	1,217
Quarter 3	1,163	1,200
Quarter 4	1,385	1,339
Total	5,151	4,981

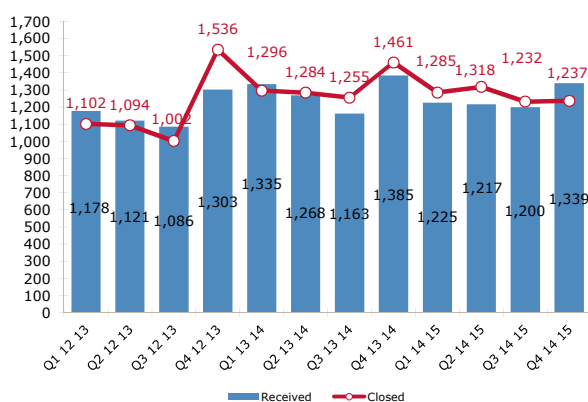


Closed

	2013/14	2014/15
Quarter 1	1,296	1,285
Quarter 2	1,284	1,318
Quarter 3	1,255	1,232
Quarter 4	1,461	1,237
Total	5,296	5,072



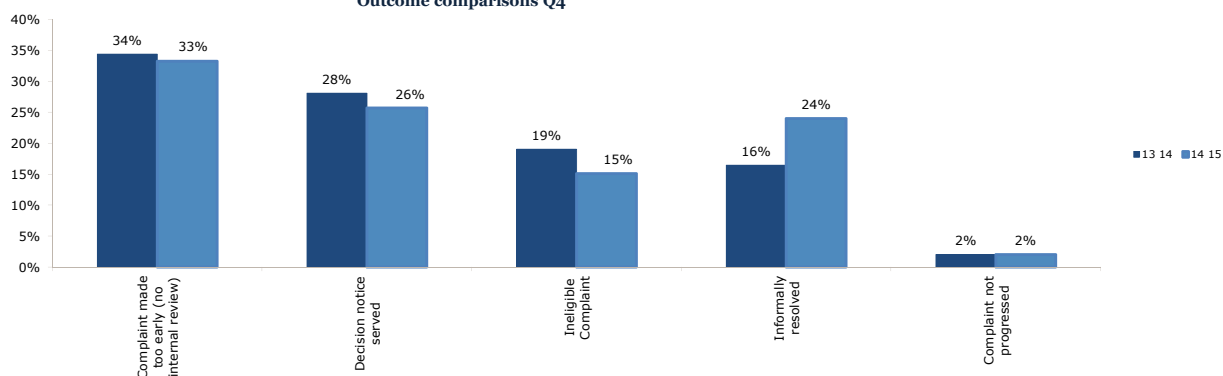
Receipt & Closures by Quarter



FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q4	%
0 - 30 days	654	53%
31 - 90 days	257	21%
91 - 180 days	221	18%
181 - 270 days	77	6%
271 - 365 days	18	1%
Over 1 Year	10	1%
Total	1,237	100%

Outcome comparisons Q4



Decision Notices Served

	2013/14	2014/15
Quarter 1	232	309
Quarter 2	298	365
Quarter 3	316	314
Quarter 4	415	317
Total	1,261	1,305

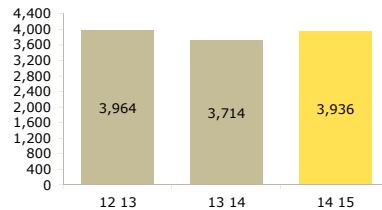
Decision Notices Served by outcome

	2013/14				2014/15			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	139	28	65	232	184	43	82	309
Quarter 2	176	48	74	298	236	55	74	365
Quarter 3	202	43	71	316	196	46	72	314
Quarter 4	257	54	104	415	193	45	79	317
Total	774	173	314	1,261	809	189	307	1,305

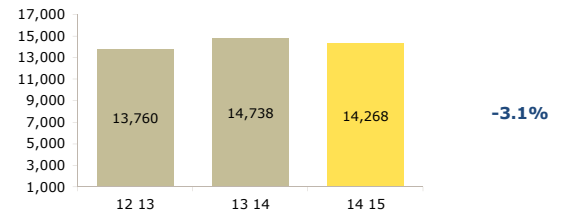
Received

	2013/14	2014/15
Quarter 1	3,676	3,332
Quarter 2	3,834	3,525
Quarter 3	3,514	3,475
Quarter 4	3,714	3,936
Total	14,738	14,268

Receipts In Quarter 4



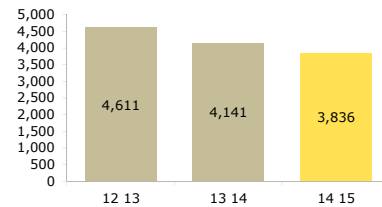
Comparative Receipts YTD



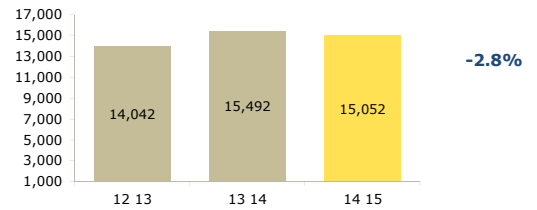
Closed

	2013/14	2014/15
Quarter 1	3,401	4,005
Quarter 2	3,839	3,609
Quarter 3	4,111	3,602
Quarter 4	4,141	3,836
Total	15,492	15,052

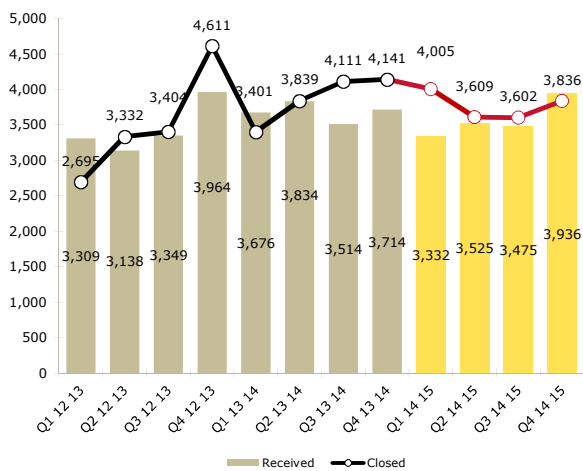
Closures in Quarter 4



Comparative Closures YTD



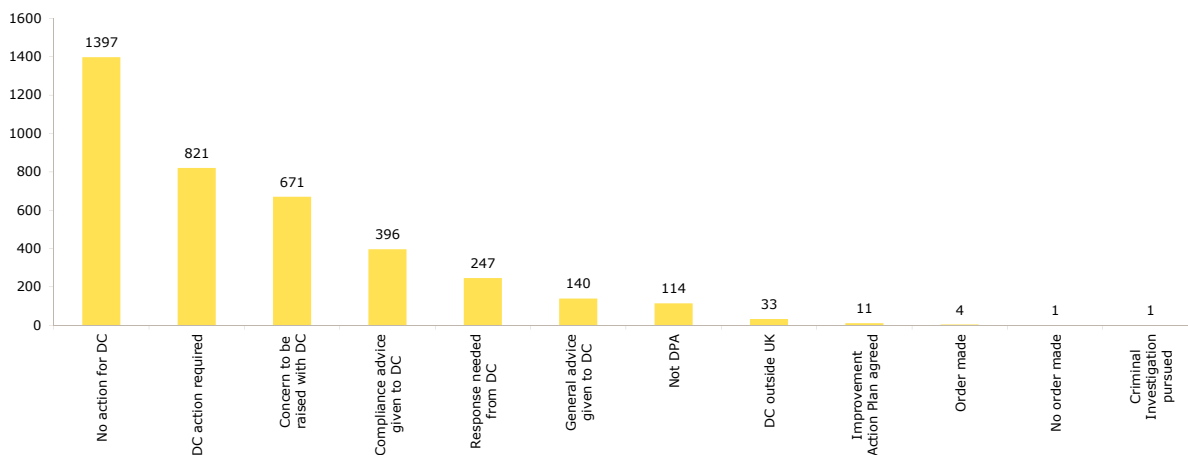
Receipts and Closures by Quarter



DP concerns - Age profiles of finished casework

Age profile	Q4	%
0 - 30 days	2,873	75%
31 - 90 days	668	17%
91 - 180 days	223	6%
181 - 270 days	65	2%
271 - 365 days	3	0.1%
Over 1 Year	4	0.1%
Total	3,836	100%

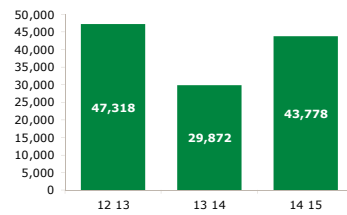
Outcomes of concerns finished in Q4



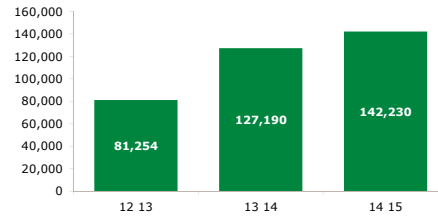
Concerns reported

	2013/14	2014/15
Quarter 1	57,236	47,843
Quarter 2	40,082	50,609
Quarter 3	29,872	43,778
Quarter 4	34,530	37,958
Total	161,720	180,188

Concerns reported in Quarter 4



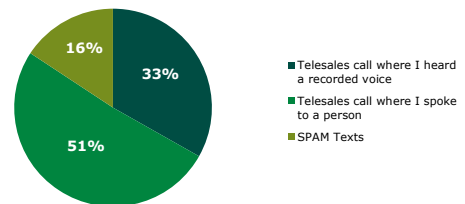
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2013/14			2014/15		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	34,066	15,347	7,445	22,105	18,635	6,830
Quarter 2	17,007	15,687	7,080	26,237	18,170	5,925
Quarter 3	10,548	12,050	6,976	19,368	19,085	5,008
Quarter 4	12,403	13,185	8,638	12,478	19,192	5,917
Total	74,024	56,269	30,139	80,188	75,082	23,680

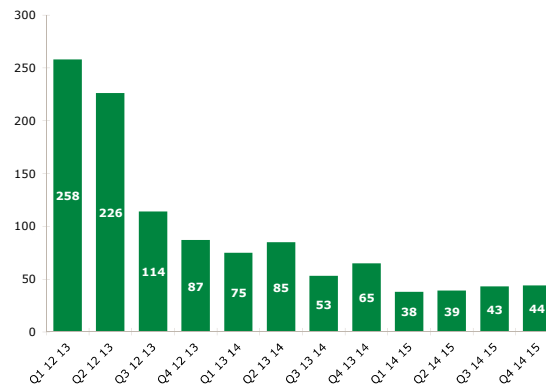
Nature of telesales and SPAM texts reported Q4



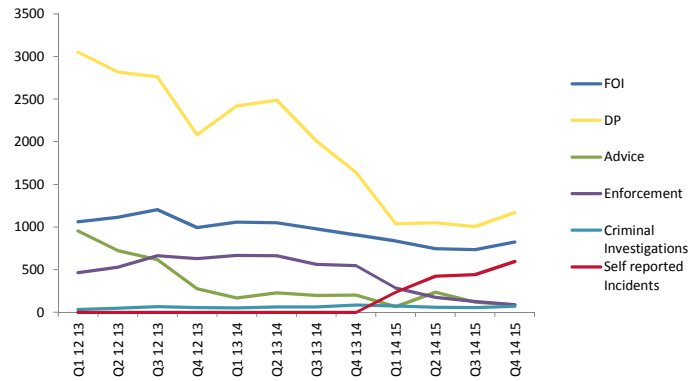
Cookie concerns reported

	2013/14	2014/15
Quarter 1	75	38
Quarter 2	85	39
Quarter 3	53	43
Quarter 4	65	44
Total	278	164

Cookie concerns reported



Caseload trend



Case types can change as work is progressed, which means work can move between caseloads. self reported incidents were recorded as Enforcement cases prior to April 2014.

*Some

FOI and EIR Complaints - Age profiles

Age profile	Caseload Q4	%
0 - 30 days	304	37%
31 - 90 days	322	39%
91 - 180 days	154	19%
181 - 270 days	37	4%
271 - 365 days	6	1%
Total	823	100%

DP Concerns - Age profiles

Age profile	Caseload Q4	%
0 - 30 days	752	64%
31 - 90 days	271	23%
91 - 180 days	110	9%
181 - 270 days	27	2%
271 - 365 days	10	1%
Total	1,170	100%

Written advice - age profile

Age profile	Caseload Q4	%
0 - 30 days	82	98%
31 - 90 days	2	2%
Total	84	100%

Self reported Incidents - age profile

Age profile	Caseload Q4	%
0 - 30 days	150	25%
31 - 90 days	214	36%
91 - 180 days	153	26%
181 - 270 days	49	8%
271 - 365 days	29	5%
Total	595	100%

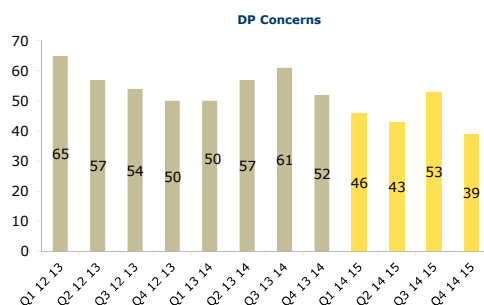
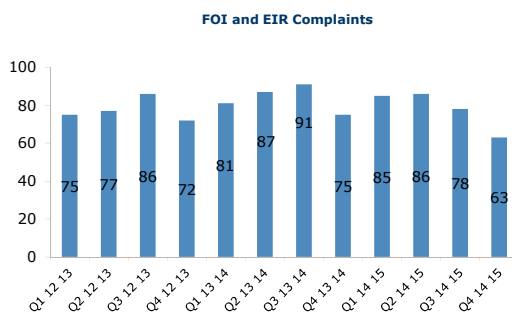
Enforcement - age profile

Age profile	Caseload Q4	%
0 - 30 days	4	5%
31 - 90 days	19	22%
91 - 180 days	8	9%
181 - 270 days	3	3%
271 - 365 days	5	6%
1yr - 2yr	41	47%
Over 2 yr	8	9%
Total	88	100%

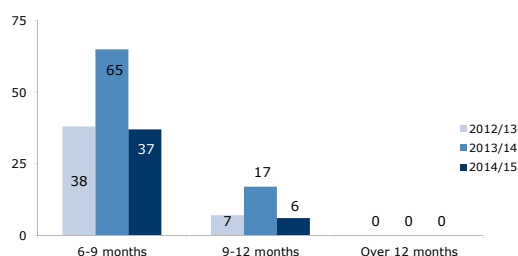
Criminal Investigations - age profile

Age profile	Caseload Q4	%
0 - 30 days	24	35%
31 - 90 days	17	25%
91 - 180 days	12	17%
181 - 270 days	0	0%
271 - 365 days	5	7%
1yr - 2yr	5	7%
Over 2 yr	6	9%
Total	69	100%

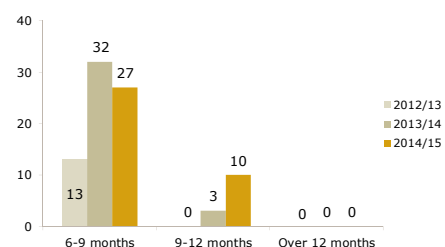
Average age of caseload in days at end of each quarter



FOI and EIR Complaints over 6 months old



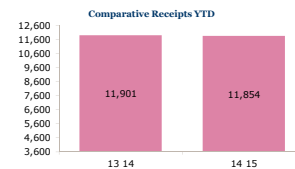
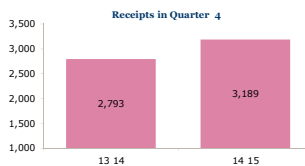
DP Concerns over 6 months old



Written advice casework received

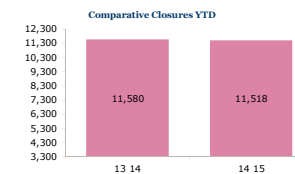
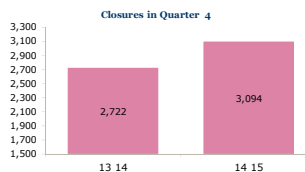
	2013/14	2014/15
Quarter 1	3,064	2,881
Quarter 2	3,218	3,003
Quarter 3	2,826	2,781
Quarter 4	2,793	3,189
Total	11,901	11,854

Written advice



Written advice casework closed

	2013/14	2014/15
Quarter 1	3,051	2,852
Quarter 2	3,043	2,716
Quarter 3	2,764	2,856
Quarter 4	2,722	3,094
Total	11,580	11,518



Helpline advice

Helpline calls received

	2013/14	2014/15
Quarter 1	64,231	54,749
Quarter 2	73,030	49,217
Quarter 3	63,553	46,671
Quarter 4	59,089	54,241
Total	259,903	204,878

Helpline calls answered

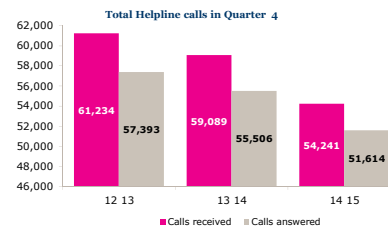
	2013/14	2014/15
Quarter 1	59,686	52,170
Quarter 2	67,996	46,933
Quarter 3	60,249	44,714
Quarter 4	55,506	51,614
Total	243,437	195,431

% calls answered

	2013/14	2014/15
Quarter 1	93%	95%
Quarter 2	93%	95%
Quarter 3	95%	96%
Quarter 4	94%	95%
Total	94%	95%

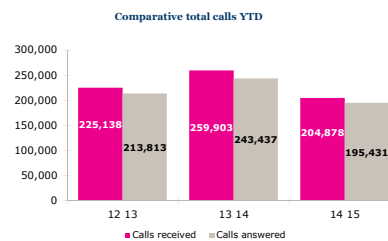
Average wait time

	2013/14	2014/15
Quarter 1	100	61
Quarter 2	94	61
Quarter 3	72	47
Quarter 4	74	49
Average Wait YTD	85	54



Helpline calls YTD

	2013/14	2014/15
Received	259,903	204,878
Answered	243,437	195,431
% Answ'd	94%	95%

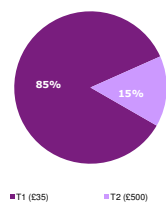


Registration fee income

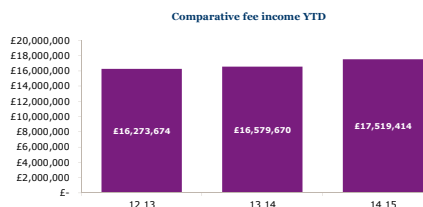
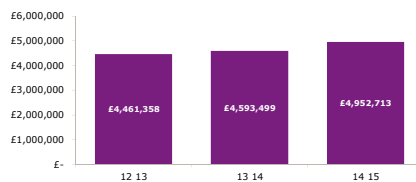
Fee income received

	2013/14	2014/15
Quarter 1	£3,773,331	£3,993,100
Quarter 2	£3,891,318	£4,272,808
Quarter 3	£4,321,522	£4,300,793
Quarter 4	£4,593,499	£4,952,713
Total	£16,579,670	£17,519,414

Fee income received in Q4 by fee tier



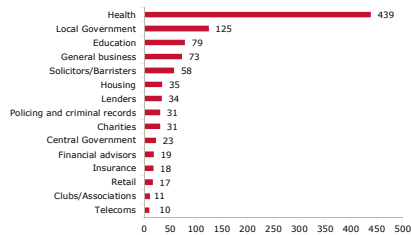
Registration Fee Income for Quarter 4



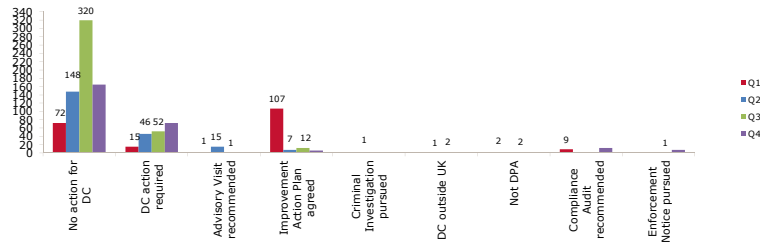
Self reported Incidents

	Received	Finished
Quarter 1	441	206
Quarter 2	411	219
Quarter 3	404	390
Quarter 4	421	266
Total	1,677	1,081

Sectors generating most self reported incidents YTD



Outcomes YTD



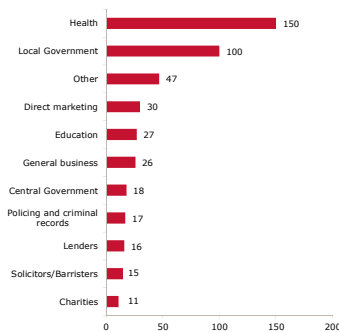
Enforcement and Criminal Investigations

Enforcement

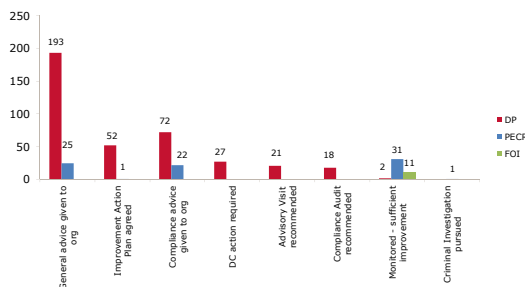
		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	9	23	3	249	22	2
	Quarter 2	7	13	5	100	26	4
	Quarter 3	5	14	0	41	27	1
	Quarter 4	9	12	4	36	19	4
	Total	30	62	12	426	94	11

*The number of cases with an Enforcement case type has fallen as anticipated since the introduction of Project Eagle. Cases are now recorded under the most appropriate case type such as DP concern / Self reported incident. The Enforcement case type is used for the consideration of Enforcement action.

Sectors generating most Enforcement cases YTD



Outcomes YTD



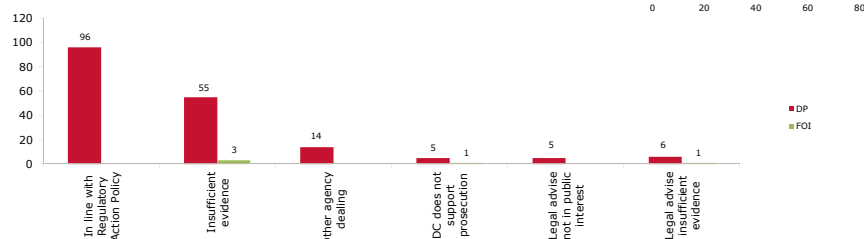
Criminal Investigations

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	57	0	2	62	0	2
	Quarter 2	38	0	2	55	0	1
	Quarter 3	46	0	0	47	0	1
	Quarter 4	57	0	2	46	0	1
	Total	198	0	6	210	0	5

Sectors generating most criminal investigations cases



Outcomes YTD



Cases closed with a notice, caution or prosecution

	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Total
	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	
Undertaking served	16		8		7		3		34
Enforcement notice served	1	1	3		1	2	1	2	11
Prosecuted	9		8		4		4		25
Caution served	1		1		2				4
CMP served			2	3	1	1	2	2	11
CMP notice of Intent served					1				1

The above table shows the number of cases closed with a notice or undertaking outcome. The number of notices or undertakings actually served may be less as multiple cases with one Data Controller will result in a single notice or undertaking being served.